

# Commonwealth Office of Technology

## Rated Service Description

z/OS Server Tape I/O Services		Rate
<b>ST30</b>	Per 10,000 I/O's (i.e. initiated by Read or Write commands)  The ST30 service offers the ability to access tape-based data via the z/OS platform and related applications	\$1.40
<b>ST30</b>	<b>Includes the following HARDWARE</b> Tapes necessary to satisfy the Read/Write requests Hardware maintenance and replacement costs as required	
<b>ST30</b>	<b>Includes the following SOFTWARE</b>	
<b>ST30</b>	<b>Includes the following SERVICES</b> 24 X 7 X 365 access to the Commonwealth Service Desk Support staff are available on-site Monday - Friday, 7:00am to 6:00pm. Personnel are on-call for after-hours, emergency support.	
<b>ST30</b>	<b>To Initiate Service or Report a Problem with this service</b> <b>Please contact the Commonwealth Service Desk:</b> <ul style="list-style-type: none"><li>· 24x7 Phone support: 502-564-7576</li><li>· Toll free support number: 800-372-7434</li><li>· Via e-mail CommonwealthServiceDesk@ky.gov</li></ul> You will also need to complete and submit the F-180 form, along with a valid billing number, to the Commonwealth Service Desk when you request to initiate this service. The F-180 form can be found here: <a href="http://technology.ky.gov/support/cot_forms.htm">http://technology.ky.gov/support/cot_forms.htm</a>	
<b>ST30</b>	<b>Additional Service Clarifications</b> Disaster Recovery capabilities are not included in the ST30 rate COT's oversees all changes to the enterprise via the Change Management process. Non-scheduled and/or emergency changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.	